MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1 2016/2017

UCS2612 CONSUMER LAW

(All Sections/ Groups)

15 OCTOBER 2016

Reading Time: 09.00am – 09.15am
(15 Minutes)
Answering Time: 9.15am – 12.15pm
(3 Hours)

INSTRUCTIONS TO STUDENT

1. Students will have **fifteen minutes** during which they may read the paper and make rough notes ONLY in their question paper. Students then have the remaining **THREE HOURS** in which to answer the questions.

2. This Question paper consists of 3 pages with 5 Questions only.

3. Attempt **FOUR** out of **FIVE** questions. The distribution of the marks for each question is given.

4. Students are not allowed to bring in any statutes into the Examination Hall.

5. Please write all your answers in the Answer Booklet provided.

QUESTION 1

Steve Jobs ordered a laptop "Orangebook" from Cambook Sdn Bhd. The quotation specified that the laptop was priced at RM2000. Steve Jobs decided to order and paid for the laptop. He was told by Cambook Sdn. Bhd. that the laptop will be delivered to him in three working days. After 3 days, Steve Jobs was informed by Cambook that the laptop was no longer in production and that he had the option of purchasing a different model called "Applebook" with addition of RM250. Steve Jobs reluctantly decided to go with that option because he was told that he would only receive 50% of the sum he has paid should he decide to cancel the order.

After two weeks, Steve Jobs had trouble switching the laptop on. He called Cambook Sdn. Bhd. about the problem and was told to send the laptop to the headquarters for repair and inspection. Pending parts from China, the laptop was only repaired and returned to Steve Jobs after one month. Steve Jobs was happy that he could finally use his laptop to complete his assignments. Just when he thought that the problems with the laptop were resolved, he was faced with another problem. This time, the laptop would go blank after 15 minutes in use. He called Cambook Sdn. Bhd again to have this problem ratified but was told that he would have to wait for three months to have it fixed as the parts would have to come from China.

Steve Jobs was infuriated and would like to get a full refund for the laptop as he felt that the price was increased without consent, the laptop was of low quality and that the Cambook failed to provide sufficient service for the repair and maintenance of the laptop.
Advise Steve Jobs.

(Total: 25 marks)

QUESTION 2

Michael Jackson went shopping in Mydon and purchased a packet of tea called Boat Tea. The Boat Tea was labelled "Made in Sri Lanka" on its packaging and it also advertises on brochures that the tea in "Made in Sri Lanka." Upon investigation by Michael Jackson he discovered that Boat Tea was made in Kedah which is a state in Malaysia and not Sri Lanka.

Michael Jackson also purchased a bar of chocolate from Mydon and came home only to realise that the price he paid for the chocolates were higher than the price that was put on display.
Michael Jackson was infuriated with this situation and complained to the enforcement officer from the Ministry of Domestic Trade and Affairs.

Advise Michael Jackson and explain the relevant laws with regard to his situation.

(Total: 25 Marks)

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QUESTION 3

Achilles read an advertisement published in a local daily that a second hand dealer is offering a used television Nasional, 24inches for RM200 and a Panalux, 31 inches for RM 500.00. Achilles showed his wife Helen the advertisement and Helen was equally excited because there was a free gift for every purchase of toaster as well.

Achilles and Helen being excited about the offer drove to the shop to inquire. When they went to the shop they were told that both the television were sold out but was persuaded to view other models. Helen decided to purchase the toaster that she saw on the advertisement however; she was told that the free gift is no longer available.

Achilles and Helen were extremely upset that he could not grab the offer and grew suspicious of the marketing strategy that the shop had adopted. Achilles pretended to be someone else and gave a phone call to the shop and was informed that the two televisions and the free gift with the purchase of the toaster were still available.

Advise Achilles and Helen.

(Total: 25 Marks)

QUESTION 4

In context of Consumer Law in Malaysia, explain the following:

a) Liability under the Tort of Negligence (13 marks)

b) Strict Liability for Defective Product (12 marks)

(Total: 25 Marks)

Continued...

QUESTION 5

Part III of Consumer Protection Act of Malaysia 1999 deals with the safety standards of good and services. Discuss the following:

a) The general safety requirement for goods. (8 Marks)

b) The defences available. (8 Marks)

c) The prohibition against unsafe goods. (9 Marks)

(Total: 25 Marks)

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